



SUBJECT: Operation Support Center Security	PAGE <u> 1 </u> OF <u> 14 </u>
	NUMBER: 11-COP-01
RULE/CODE REFERENCE:	SUPERSEDES: 11-COP-01 dated 01/02/15
RELATED ACA STANDARDS:	EFFECTIVE DATE: October 28, 2016
	APPROVED: 

I. AUTHORITY

This policy is issued in compliance with Ohio Revised Code 5120.01 which delegates to the Director of the Department of Rehabilitation and Correction the authority to manage and direct the total operations of the Department and to establish such rules and regulations as the Director prescribes.

II. PURPOSE

The purpose of this policy is to establish responsibility, procedure, and documentation for security at the Department of Rehabilitation and Correction Operation Support Center (OSC) building.

III. APPLICABILITY

This policy applies to all persons employed by or under contract with the Ohio Department of Rehabilitation and Correction (DRC). It specifically applies to all personnel whose workstations or offices are located at 770 West Broad Street, Columbus, Ohio, 43222.

IV. DEFINITIONS

Contractor - Any individual/agency under legal agreement with the DRC to provide goods/services to include sub-contractors and temporary agency employees.

Main Entry Point - The main entry point of the Operation Support Center (OSC) building is located at the east rear side of the building. This entrance shall be the primary entry/exit point for all OSC employees, all visitors and may be the primary entry/exit for all Columbus Adult Parole Authority (APA) to the OSC building.

Normal Business Days/Hours - Monday through Friday, 6:00 a.m. to 6:00 p.m. excluding state holidays and weekends.

Secondary Entry Point - The secondary entry point is located on the west rear side of the building. Offenders reporting to the Columbus Adult Parole Authority office shall enter/exit at this entry point and Columbus APA employees may also enter/exit at this point.

Temporary - An individual employed and placed by a staffing agency to provide specified services for a limited duration.

Visitor - Any non-DRC employee, temporary employee, contractor or internship student, excluding offenders reporting to the Columbus APA.

Volunteer - An individual whose assignment is such that routine visits to OSC or the prisons are anticipated.

V. POLICY

It is the policy of the Ohio Department of Rehabilitation and Correction (DRC) to require proper security procedures be followed during and after normal work hours, weekends, and holidays at the Operation Support Center (OSC).

VI. PROCEDURES

A. Operation Support Center Employee, Columbus Adult Parole Authority Employee, Temporary, Internship Student, Contractor, and Volunteer Access

1. All Operation Support Center (OSC) employees, Columbus Adult Parole Authority (APA) employees, temporary employees, internship students, contractors and volunteers shall wear and display their state issued identification badge.
2. They shall also access the building by activating the card reader with their state issued identification badge at the entrance of the building.
3. If they do not have their identification badge upon reporting for duty, they shall report to the correction officer/call center's station at the main entry point to be issued the appropriate ID card.
4. They shall present government issued photo identification to the correction officer/call center staff person. The correction officer/call center staff person shall sign the individual in on the OSC Sign In/Out Log (DRC2747) and then issue a temporary employee identification badge for the duration of their workday.
5. All temporary employee identification badges shall be returned to the correction officer/call center station, at the main entry point, at the conclusion of the workday.
6. The correction officer/call center staff person shall sign the individual out on the OSC Sign In/Out Log (DRC2747).

B. Operation Support Center After Hours Access

1. OSC and Columbus APA employees issued blue or red identification badges are permitted to enter the OSC building twenty-four (24) hours per day, seven (7) days a week.

2. All other employees are permitted access to the OSC building from 6:00 a.m. to 6:00 p.m. during business days. These employees shall not be permitted to enter the OSC building on weekends, state holidays, or after normal working hours unless written approval has been received from their supervisor/Bureau Chief or designee. The written approval shall be on DRC letterhead and may be in effect for up to six (6) months at a time. The original approval letter shall be submitted to the correction officer at the main entry point. A copy of the approval letter shall be forwarded to the program administrator assigned to oversee security at OSC and the employee.
3. To enhance personal safety and assist the correction officer with the accountability of individuals in the building, all employees working weekends, state holidays, or after normal working hours shall call the correction officer on duty at (614) 752-1762 when arriving to gain access to the parking lot and just prior to leaving the building.
4. Authorized employees permitted access to the building after hours, weekends, and state holidays shall enter and exit the building through the main entry point.
5. Upon entry, the employees shall display their state issued identification badge to the correction officer at the correction officer's station, who will sign them in on the OSC Sign In/Out Log (DRC2747).
6. The employee shall report to the correction officer's station prior to exiting the building. The correction officer shall sign them out on the OSC Sign In/Out Log (DRC2747).
7. Temporary workers, internship students, contractors, and volunteers shall not be permitted to enter the OSC building on weekends, state holidays or after normal working hours without their supervisor being present.

C. Non Operation Support Center DRC Employee Access

1. All DRC employees who do not work at OSC shall enter and exit the building at the main entry point.
2. They shall display their state issued identification badge to the correction officer/call center staff at the correction officer/call center station.
3. The correction officer/call center staff shall sign them in on the OSC Sign In/Out Log (DRC2747) and then permit them access into the building.
4. The DRC employee shall report to the correction officer/call center station prior to exiting the building, at which time the correction officer/call center staff shall sign the individual out on the OSC Sign In/Out Log (DRC2747).

D. Visitor (Non-DRC Employee) Access

1. All visitors (non-DRC employees) to OSC must be registered and signed in with the correction officer/call center staff at the main entry prior to entering the building. This includes family members (including children) of employees who have reason to be in the

building. Children of DRC employees must be supervised by a non-working adult while in the OSC building for any substantial period of time.

2. When OSC employees schedule individuals who are non-DRC employees for meetings, interviews, etc., at OSC, they shall provide the individual with the department and name of the employee contact prior to their arrival.
3. They shall also provide the correction officer/call center staff at the correction officer/call center's station with a memo listing the individuals' names, date and location of the meeting, and employee contact person.
4. All visitors shall enter and exit the building at the main entry point.
5. All visitors shall present government issued photo identification to the correction officer/call center staff at the correction officer/call center station.
6. The correction officer/call center staff shall sign all visitors in on the OSC Sign In/Out Log (DRC2747).
7. The correction officer/call center staff shall issue the visitor a temporary visitor badge which shall be worn at all times while at OSC.
8. The correction officer/call center staff shall call the indicated employee contact. An employee from the office/department shall report to the correction officer/call center staff's station and escort the visitor to their area.
9. The correction officer/call center staff shall call the receptionist area at (614)752-0800 if the visitor requests to visit a Columbus APA employee. The correction officer/call center staff shall provide the receptionist with the name of the visitor and the employee they are requesting to visit. The receptionist shall then notify the employee who will, in turn, escort the visitor from the correction officer/call center's station to their area.
10. At the end of the visit, the visitor shall be escorted from the area to the correction officer/call center's station by an employee.
11. The visitor shall return the temporary visitor badge to the correction officer/call center staff.
12. The correction officer/call center staff shall sign the visitor out on the OSC Sign In/Out Log (DRC2747).

E. Offenders Reporting to the Columbus APA

1. All offenders and their families required to report to the Columbus APA shall enter and exit the building at the secondary entry point located at the west rear entrance of the building.

2. The receptionist in the reception area shall sign in offenders and their families on the OSC Sign In/Out Log (DRC2747).
3. The offenders and their families are required to clear the metal detector prior to being permitted entry past the reception area.
4. The offenders and their families shall be escorted past the reception area and into the interview area by a Columbus APA employee.
5. Once the interview is complete, the offenders and their families shall be escorted from the interview area to the reception area by a Columbus APA employee.
6. The receptionist shall sign the offenders and their families out on the OSC Sign In/Out Log (DRC2747).

F. Parole Board/Clemency Hearings

1. Parole board and clemency hearings are held in the parole board hearing room located at the main entry point just north of the correction officer/call center's station. These hearings may also require individuals to be escorted to the parole board waiting rooms which are located southwest and southeast of the correction officer/call center's station.
2. The processing of individuals scheduled to attend the parole board and clemency hearings shall be conducted outside of the parole board hearing room by parole board employees.
3. All individuals scheduled to attend the hearings shall present government issued photo identification to the parole board employees.
4. The individuals shall be signed in by the parole board employees on the Ohio Parole Board Hearing Sign In/Out Sheet (DRC3550) and issued an Ohio Parole Board visitor badge.
5. Each individual shall be searched prior to being permitted access into the parole board hearing room or Parole Board waiting rooms. Items the individuals possess (i.e., purses, briefcases, etc.) shall be searched. Each individual shall also be searched with a handheld metal detecting device.
6. Individuals permitted access to the parole board waiting rooms shall be under escort by a parole board and/or Office of Victim Services (OVS) employee at all times.
7. At the conclusion of the hearings, the individuals shall return the Ohio Parole Board visitor badges to the parole board employees who shall in turn sign them out on the Ohio Parole Board Hearing Sign In/Out Sheet (DRC3550).

G. Identification Badge and Door Access

The Employee Identification Card Request (DRC1687) and Building Access Request (DRC1948) are required to be completed for the issuance of all OSC Identification Badges.

Color**Door Access****Red**

24 hours a day, 7 days/week

- Unlimited access, 24 hours a day.
- Issued only with prior approval from a managing director/designee.

Blue

24 hours a day, 7 days/week

- Issued only with prior approval from a supervisor with approval from the managing director of operations/designee approval
- Issued to staff who frequently visit the institutions.

White

6:00 am to 6:00 pm, business days

- Issued to full time employees

Brown (Contractors)

6:00 am to 6:00 pm, business days

- Issued to contractors

Purple

6:00 am to 6:00 pm, business days

- Issued to temporary employees
- Internship students
- Volunteer

Sage Green and Pale Yellow with Black Lettering and "V" IN CENTER

None

- Visitor

Gray and Yellow with Black Lettering and "V" In Center

- Visitor (Parole Board/Clemency Hearings)

None

Pink with Yellow Lettering and "T" in center

- Employee Temporary ID

None

H. Door Access

Door access to the OSC building shall be limited to those employees, temporary employees, internship students, contractors and volunteers whose workstations or offices are located at 770 West Broad Street. Changes or exceptions shall be requested on the Building Access Request (DRC1948). If approval is authorized, the form shall be signed by the appropriate deputy director/designee and administrator assigned to oversee security at OSC.

I. Lost, Missing, Stolen Identification Badge

1. Individuals who have been issued an identification badge shall immediately provide a verbal report to their supervisor if it is lost, missing or stolen.
2. They shall then document it on an Incident Report (DRC1000) and Incident Report Supplement (DRC1001) explaining the circumstances surrounding the missing identification badge, i.e., when they realized the identification badge was missing, the location the identification badge was last seen, what actions the individual has taken in efforts to locate the identification badge, etc.
3. They shall also complete the Employee Identification Card Request (DRC1687) and present it to their supervisor and appropriate deputy director/designee for signature.
4. The original Incident Report (DRC1000) and Incident Report Supplement (DRC1001) shall be submitted to the appropriate deputy director/designee with a copy forwarded to the individual's supervisor. A copy of both documents shall be forwarded to the program administrator assigned to oversee security at OSC.
5. The individual shall then submit the copies of the Incident Report (DRC1000), Incident Report Supplement (DRC1001) and original Employee Identification Card Request (DRC1687) to the Human Resources Department.
6. The lost, missing, or stolen identification badge shall be deactivated by the appropriate IT staff person and a new badge shall be issued.

J. Securing Egress Doors

1. All doors of egress at the OSC building shall remain locked when not in use.
2. The doors at the main entry point shall be secured from 6:00 p.m. to 6:00 a.m., Monday through Friday and twenty-four (24) hours a day on state holidays and weekends.
3. The doors at the secondary entrance shall be secured from 5:00 p.m. to 7:30 a.m., Monday through Friday and twenty-four (24) hours a day on state holidays and weekends.
4. The mailroom and rear dock doors shall remain locked when not in use. The mailroom and rear dock doors shall be accessed for mail and/or package pick up and deliveries. These doors shall not be used as a normal means of egress.

K. Fire Exits

Fire exits shall not be used as a normal means of egress. Fire exits shall be used for fire and emergency evacuation purposes only.

L. DRC Employee Unauthorized Entrance

1. Whenever it has been determined by the Director/designee that an OSC employee is not permitted on the grounds of OSC (i.e., administrative leave, termination, etc.), the following shall occur:
 - a. The Director/designee shall document the restriction on DRC letterhead. The restriction shall include the employee's name, assigned office/department, and timeframe of unauthorized entrance.
 - b. A copy of the restriction and a photo of the employee shall be distributed to the program administrator assigned to oversee OSC security, Human Resources Department, correction officer/call center station, and Columbus APA receptionist.
 - c. The employee's identification badge shall be deactivated by the appropriate IT staff person during the restricted timeframe.
 - d. An updated memo shall be required from the Director/designee if changes are made to the restriction. Distribution of the restriction shall be consistent with VI.L.1.b above.
2. When there is a potential threat of a DRC employee reporting to OSC for the purpose of confronting, threatening, physically harming or to perform other inappropriate actions, all employees with knowledge shall verbally notify their supervisor and the program administrator assigned to oversee security at OSC immediately.
 - a. The appropriate managing or deputy director or designee shall verbally inform the employee they are not permitted on the grounds of OSC.
 - b. Depending on the known circumstances and the conversation with the reporting employee, the program administrator assigned to oversee security at OSC shall contact local law enforcement.
 - c. The appropriate managing or deputy director or designee shall email a written directive restricting the employee from OSC along with a photo of the employee to the program administrator assigned to oversee security at OSC, and managing director of operations.
 - d. The program administrator assigned to oversee security at OSC shall ensure copies of the restriction and the photo of the employee are provided to the correction officer/call center staff, Columbus APA receptionist, and Columbus APA administrator.
 - e. The appropriate managing or deputy director or designee shall notify the program administrator assigned to oversee security at OSC, and Managing Director of Operations via email when the restriction has been discontinued.

- f. The program administrator assigned to oversee security at OSC shall then notify the correction officer/call center staff, Columbus APA receptionist, and Columbus APA administrator.

M. Pool Cars

1. If OSC employees are utilizing a pool car on weekends, state holidays, or after normal working hours, they shall call the correction officer on duty at (614) 752-1762 to gain access to the parking lot.
2. The employee shall show their state issued identification badge to the correction officer before the gate to the parking lot is accessed. The employee shall tell the correction officer which state vehicle they will be taking or are returning.
3. If the gate to the parking lot is open, the employee shall call the correction officer on duty and provide them with the information as noted above in VI.M.2 of this policy and show the correction officer their state issued identification badge.
4. The Public Utilities Commission of Ohio (PUCO) vehicles may be parked in the west end of parking lot C. PUCO staff shall adhere to the same requirements as DRC staff outlined in section VI.M. 1-3, per the DRC/PUCO memorandum of understanding.

N. Personal Vehicles

Employee personal vehicles parked overnight in the OSC parking lots must be reported to the correction officer. Employees are to advise the correction officer of the following information: Employee name, contact telephone number, where the vehicle will be parked, make and model of the vehicle, license plate number of the vehicle, and date and time when the employee will be removing the vehicle from the parking lot. The correction officer shall log this information in their logbook. This may be done in writing, with a copy provided to the officer, or by email.

O. Handicapped Parking

There are designated handicapped parking spaces located in parking lot A. These parking spaces shall be used by employees, visitors, and offenders with valid handicapped parking permits. The parking permit decals shall be displayed in the vehicle for identification purposes.

P. Vehicle Security

All employee, visitor, and department vehicles are to be secured when parked on OSC property, with all windows rolled all of the way up. At no time shall unattended vehicles be left with the motor running.

Q. Personal Belongings

Employees are responsible for maintaining control and properly securing their personal belongings to prevent theft and loss. You should not bring anything of substantial value to work and are to maintain control of your purse, wallet, personal keys, cell phones, etc. at all times. These items should never be left unattended in your office or cubicle.

R. State Issued Equipment and Security Devices

Employees shall ensure state issued equipment and security devices (i.e., cameras, marcs radios, cell phones, firearms, ammunition, etc.) are secured when not in their possession or in use.

S. Keys and Locks

Employees shall be responsible for keys issued to them. Keys shall not be left unattended or left hanging in a lock. They shall be carried on your person or secured at all times. Padlocks shall be secured when not being accessed.

Requests for office keys shall be directed in writing to the program administrator assigned to oversee security at OSC. OSC Key Issuance form (DRC2746) shall be used to document any keys provided to OSC staff.

T. Tool Control

Employees shall be responsible for the tools assigned to them. Tools shall not be left lying around unattended. They shall be secured when not in use. No personal tools are permitted in OSC.

U. Correction Officer Staffing

The Franklin Medical Center (FMC) shall provide a correction officer for security purposes twenty-four hours a day, seven days a week. A post order shall be maintained in accordance with DRC policy, 310-SEC-30, Post Information, and shall provide specific duties and responsibilities for the OSC security post.

V. OSC Sign In/Out Logs

OSC Sign In/Out Logs (DRC2747) shall be maintained at the correction officer/call center station and Columbus APA Receptionist Area. The completed OSC Sign In/Out Logs (DRC2747) shall be forwarded to the program administrator assigned to oversee security at OSC at the conclusion of each month for retention purposes.

W. Inmate Supervision

Inmates working at OSC must be under the supervision of a DRC staff member. Inmate supervision shall be maintained by the OSC employee responsible for supervising the inmates in accordance with DRC policy, 310-SEC-42, Supervision and Accountability of Level 1 Inmates.

Documentation of the inmate observations shall be documented on the Level 1 Inmate Observation Log (DRC2593).

X. Inmate Count

If inmates are at OSC during count time, the OSC employee responsible for the supervision of the inmates shall ensure count procedures are followed as required by DRC policy, 310-SEC-33, Inmate Count.

Y. Incident Reporting and Notification

Incident reporting and notification shall be performed as prescribed in DRC policy, 01-COM-08, Incident Reporting and Notification.

1. Verbal and Written Notification

- a. All incidents shall be verbally reported to the appropriate supervisor as soon as circumstances permit. Supervisors shall make immediate verbal notification of incidents to the appropriate managing or deputy director /designee.
- b. An Incident Report and Incident Report Supplement (DRC1000/1001) shall be submitted to the appropriate managing or deputy director/designee with copies forwarded to the employee's supervisor, and the program administrator assigned to oversee security at OSC.

2. Special Incident Reporting

- a. During normal business hours, the employee shall contact the correction officer at (614) 752-1762. The employee shall provide the correction officer with as many details as possible, to include who was involved, if anyone was injured, and the exact location of the incident. The correction officer shall then contact the program administrator assigned to oversee security at OSC at (614) 752-1715 and verbally report the incident. He or she shall then notify the appropriate managing or deputy director.
- b. In the event of an emergency (i.e., serious medical condition, etc.), employees shall call 911 as soon as possible and provide them with the following information:
 - i. Their name;
 - ii. The nature of the emergency;
 - iii. Location of the emergency (i.e., 770 West Broad Street, first floor, mailroom, etc.); and
 - iv. The telephone number they are calling from.
- c. Following any 911 call, the program administrator assigned to oversee security at OSC shall be contacted at (614) 752-1715. He/she shall then notify the appropriate managing or deputy director.

d. The appropriate managing or deputy director shall electronically submit a Special Incident Report (DRC2091) of the incident no later than the next business day, unless otherwise directed.

3. **After-Hours Reporting**

The employee shall contact the correction officer at (614) 752-1762 after normal business hours and during state holidays and weekends. The correction officer shall then contact the employees listed below in the following order until one is reached:

- a. Program Administrator assigned to oversee security at OSC – 614-273-5895;
- b. Southeast Regional Director;
- c. Southwest Regional Director;
- d. Northwest Regional Director;
- e. Northeast Regional Director;
- f. Managing Director of Operations;
- g. Special Operations Commander.

Once contact has been made, the person contacted shall determine the appropriate actions to take and if any further notifications are to be made. All notifications to the Director's office and to outside agencies such as the Ohio State Highway Patrol, United States Postal Inspector's, fire department/hazmat units, etc. shall be made by the person contacted.

In cases where law enforcement personnel are requested, DRC employees shall not detain civilian suspects. Obtain as much information as you can, physical description, vehicle description, license plate number, etc. Also ensure that this information is also contained in your incident report (DRC 1000/1001).

Z. Handling Suspicious Mail

1. All employees assigned to open mail shall have available masks, latex gloves, and plastic bags. The plastic bags are needed to seal a suspicious package or envelope inside. The OSC storeroom shall have the items in their inventory. Employees must order and maintain these items. Wearing of these items during the mail handling process is recommended.
2. All employees involved in handling, delivering, and opening mail shall be aware of and utilize the following guidelines for handling suspicious packages or envelopes at OSC. It is extremely important to remain calm and follow the steps listed below when suspicious materials are encountered. The steps below address potential explosives and potential biological or chemical threats:
 - Handle with care.
 - Don't shake it or bump it.
 - Do not show it to anyone else and advise other staff in the area to leave the scene and make notifications as instructed.

- Isolate the item and look for indicators: excessive postage, foreign postmark misspelled words, incorrect title, no return address, restrictive markings (“personal” or “confidential”), strange odors, oily stains, discoloration, crystallization on envelope or wrapper, excess tape, protruding wires, or lopsided or uneven packages.
 - Don’t open, smell or taste it.
 - If indications are present, seal the item into a plastic bag and leave the item alone. Isolate the work area to prevent further possible contamination, i.e., cover the item (if possible) with an available item such as a trashcan.
 - Treat the area as a potential crime scene.
 - Don’t leave your area if you come in contact with a suspicious package or envelope. Remain in place and alert staff members in your area of the situation. Request those staff members to leave the area and make proper notifications. If there are no employees in your area, remain in place and make the proper notifications.
3. Immediately notify the correction officer at (614) 752-1762. The correction officer shall obtain as much information about the incident as possible. During regular working hours, the correction officer shall contact the program administrator assigned to oversee security at OSC, by calling (614) 752-1715 and verbally report the incident. He/she shall notify the Managing Director of Operations who shall immediately dispatch one of the following employees to the affected area for evaluation and further action if necessary:
- a. Special Operations Commander/designee;
 - b. Program Administrator assigned to oversee security at OSC;
 - c. Trained OSC staff.
4. After normal business hours, the correction officer shall contact the employees listed below in the following order until one is reached:
- a. Program Administrator assigned to oversee security at OSC;
 - b. Southeast Regional Director;
 - c. Southwest Regional Director;
 - d. Northwest Regional Director;
 - e. Northeast Regional Director;
 - f. Managing Director of Operations;
 - g. Special Operations Commander.
5. Once contact has been made, the employee shall determine the appropriate actions to take and if any further notifications are to be made. All notifications to the Director’s office and to outside agencies such as the Ohio State Highway Patrol, United States Postal Inspector’s or Fire Department/Hazmat Units shall be made by the employee contacted.

AA. Tornado Notification

Employees shall proceed as follows upon notification of a tornado:

1. Move into a windowless room or sheltered area;
2. Be observant of potential flying objects; and
3. Get and stay low to the floor and cover their heads, if possible.

BB. Fire Evacuation

Employees shall proceed as follows upon discovery of a fire:

1. Activate the nearest fire alarm pull station;
2. Call the correction officer at (614) 752-1762 if possible;
3. Evacuate the building and call the correction officer if they were not able to contact them before leaving the building;
4. Provide the following information to the correction officer:
 - a. Your name;
 - b. Your work location;
 - c. Your telephone number; and
 - d. The nature and location of fire;
5. Report to your designated evacuation site; and
6. Remain at the designated evacuation site until instructed otherwise.

CC. Emergency Evacuations

An emergency evacuation may be necessary at OSC for various reasons (i.e., bomb threat, gas leak, workplace violence incident, etc.). When an emergency evacuation is necessary, employees shall:

1. Report to their designated evacuation site; and
2. Remain at the designated evacuation site until instructed otherwise.

Related Department Forms:

Incident Report	DRC1000
Incident Report Supplement	DRC1001
Employee Identification Card Request	DRC1687
Building Access Request	DRC1948
Level 1 Inmate Observation	DRC2593
Key Issuance Form	DRC2746
OSC Sign In/Out Log	DRC2747
Ohio Parole Board Hearing Sign In/Out Sheet	DRC3550